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Robert W. Holland
Hamilton & Terrile, LLP
8911 N. Capital of Texas Highway
Westech Center Suite 3150
Austin, Texas 78759
15 June 2004

Dear Mr. Holland:

While reviewing Austin Logistics (or, ALI) patents and pending publications during the trademark case ALI filed against Positive Software Systems, Inc (PSS or Positive Software), there were discovered a number of pieces of prior art that appear to read upon ALI patents and pending patent applications. As a friendly gesture to ALI, Positive Software has gathered these documents and lists them for you in the attached Appendix. In addition, copies of these documents are being delivered via US Mail, and should arrive at your office shortly.

Of course, this search is not exhaustive, and ALI cannot rely on these search results as being exhaustive of all prior art or as an admission by Positive Software that anything not on the attached list is not prior art. However, it is believed that upon reviewing these enclosed documents (many of which you may already be aware of), ALI may more substantially comply with the USPTO Duty of Disclosure.[1] In addition, this duty is not limited to patent applications, and includes many topics beyond the scope of Positive Software's search.[2]

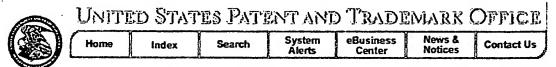If you have any questions, please do not hesitate to contact me.

Sincerely,

Steven Thrasher

/leb
encl:

EXHIBIT "A"

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[1] See 37 CFR 1.56 (copy enclosed)
[2] See Aids to Compliance with Duty of Disclosure:
http://www.uspto.gov/web/offices/pac/mpep/documents/2000_2004.htm (copy enclosed)

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Manual of Patent Examining Procedure (MPEP)

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2004 Aids to Compliance With Duty of Disclosure - 2000 Duty of Disclosure

2004 Aids to Compliance With Duty of Disclosure

While it is not appropriate to attempt to set forth procedures by which attorneys, agents, and other individuals may ensure compliance with the duty of disclosure, the items listed below are offered as examples of possible procedures which could help avoid problems with the duty of disclosure. Though compliance with these procedures may not be required, they are presented as helpful suggestions for avoiding duty of disclosure problems.

1. Many attorneys, both corporate and private, are using letters and questionnaires for applicants and others involved with the filing and prosecution of the application and checklists for themselves and applicants to ensure compliance with the duty of disclosure. The letter generally explains the duty of disclosure and what it means to the inventor and assignee. The questionnaire asks the inventor and assignee questions about

— the origin of the invention and its point of departure from what was previously known and in the prior art,

— possible public uses and sales,

— prior publication, knowledge, patents, foreign patents, etc.

The checklist is used by the attorney to ensure that the applicant has been informed of the duty of disclosure and that the attorney has inquired of and cited material prior art.

The use of these types of aids would appear to be most helpful, though not required, in identifying prior art and may well help the attorney and the client avoid or more easily explain a potentially embarrassing and harmful "fraud" allegation.

2. It is desirable to ask questions about inventorship. Who is the proper inventor? Are there disputes or possible disputes about inventorship? If there are questions, call them to the attention of the U.S. Patent and Trademark Office.

3. It is desirable to ask questions of the inventor about the disclosure of the best mode. Make sure that the best mode is described. See MPEP § 2165 - § 2165.04.

4. It is desirable for an attorney or agent to make certain that the inventor, especially a foreign inventor, recognizes his or her responsibilities in signing the oath or declaration. See 37 CFR 1.69(a).

37 CFR 1.69 Foreign language oaths and declarations.

(a) Whenever an individual making an oath or declaration cannot understand English, the oath or declaration must be in a language that such individual can understand and shall state that such individual understands the content of any documents to which the oath or declaration relates.

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Note MPEP § 602.06 for a more detailed discussion.

5. It is desirable for an attorney or agent to carefully evaluate and explain to the applicant and others involved the scope of the claims, particularly the broadest claims. Ask specific questions about possible prior art which might be material in reference to the broadest claim or claims. There is some tendency to mistakenly evaluate prior art in the light of the gist of what is regarded as the invention or narrower interpretations of the claims, rather than measuring the art against the broadest claim with all of its reasonable interpretations. It is desirable to pick out the broadest claim or claims and measure the materiality of prior art against a reasonably broad interpretation of these claims.

6. It may be useful to evaluate the materiality of prior art or other information from the viewpoint of whether it is the closest prior art or other information. This will tend to put the prior art or other information in better perspective. See *Semiconductor Energy Laboratory Co. v. Samsung Electronics Co.*, 204 F.3d 1368, 1374, 54 USPQ2d 1001, 1005 (Fed. Cir. 2000) ("A withheld reference may be highly material when it discloses a more complete combination of relevant features, even if those features are before the patent examiner in other references." (citations omitted)). However, 37 CFR 1.56 may still require the submission of prior art or other information which is not as close as that of record.

7. Care should be taken to see that prior art or other information cited in a specification or in an information disclosure statement is properly described and that the information is not incorrectly or incompletely characterized. It is particularly important for an attorney or agent to review, before filing, an application which was prepared by someone else, e.g., a foreign application. It is also important that an attorney or agent make sure that foreign clients, including foreign applicants, attorneys, and agents understand the requirements of the duty of disclosure, and that the U.S. attorney or agent review any information disclosure statements or citations to ensure that compliance with 37 CFR 1.56 is present. See *Semiconductor Energy Laboratory Co. v. Samsung Electronics Co.*, 204 F.3d 1368, 54 USPQ2d 1001 (Fed. Cir. 2000). During prosecution patentee submitted an untranslated 29-page Japanese reference as well as a concise explanation of its relevance and an existing one-page partial English translation, both of which were directed to less material portions of the reference. The

untranslated portions of the Japanese reference "contained a more complete combination of the elements claimed [in the patent] than anything else before the PTO." 204 F.3d at 1374, 54 USPQ2d at 1005. The patentee, whose native language was Japanese, was held to have understood the materiality of the reference. "The duty of candor does not require that the applicant translate every foreign reference, but only that the applicant refrain from submitting partial translations and concise explanations that it knows will misdirect the examiner's attention from the reference's relevant teaching." 204 F.3d at 1378, 54 USPQ2d at 1008. See also *Gemveto Jewelry Co. v. Lambert Bros., Inc.*, 542 F. Supp. 933, 216 USPQ 976 (S.D.N.Y. 1982) wherein a patent was held invalid or unenforceable because patentee's foreign counsel did not disclose to patentee's United States counsel or to the Office prior art cited by the Dutch Patent Office in connection with the patentee's corresponding Dutch application. The court stated, 542 F. Supp. at 943, 216 USPQ at 985:

Foreign patent attorneys representing applicants for U.S. patents through local correspondent firms surely must be held to the same standards of conduct which apply to their American counterparts; a double standard of accountability would allow foreign attorneys and their clients to escape responsibility for fraud or inequitable conduct merely by withholding from the local correspondent information unfavorable to patentability and claiming ignorance of United States disclosure requirements.

8. Care should be taken to see that inaccurate statements or inaccurate experiments are not introduced into the specification, either inadvertently or intentionally. For example, stating that an experiment "was run" or "was conducted" when in fact the experiment was not run or conducted is a misrepresentation of the facts. No results should be represented as actual results unless they have actually been achieved. Paper examples should not be described using the past tense. See MPEP § 608.01(p) and § 707.07(l). Also, misrepresentations can occur when experiments which were run or conducted are inaccurately reported in the specification, e.g., an experiment is changed by leaving out one or more ingredients. See *Steierman v. Connelly*, 192 USPQ 433 (Bd. Pat. Int. 1975); 192 USPQ 446 (Bd. Pat. Int. 1976).

9. Do not rely on the examiner of a particular application to be aware of other applications belonging to the same applicant or assignee. It is desirable to call such applications to the attention of the examiner even if there is only a question that they might be "material to patentability" of the application the examiner is considering. It is desirable to be particularly careful that prior art or other information in one application is cited to the examiner in other applications to which it would be material. Do not assume that an examiner will necessarily remember, when examining a particular application, other applications which the examiner is examining, or has examined. See *Armour & Co. v. Swift & Co.*, 466 F.2d 767, 779, 175 USPQ 70, 79 (7th Cir. 1972); *KangaROOS U.S.A., Inc. v. Caldor, Inc.*, 585 F. Supp. 1516, 1522, 1528-29, 222 USPQ 703, 708, 713-14 (S.D. N.Y. 1984), *vacated and remanded*, 778 F.2d 1571, 228 USPQ 32 (Fed. Cir. 1985).

While vacating the summary judgment and remanding for trial in *KangaROOS*, the Court of Appeals for the Federal Circuit stated that a "lapse on the part of the examiner does not excuse the applicant." 778 F.2d at 1576, 228 USPQ at 35.

10. When in doubt, it is desirable and safest to submit information. Even though the attorney, agent, or applicant doesn't consider it necessarily material, someone else may see it differently and embarrassing questions can be avoided. The court in *U.S. Industries v. Norton Co.*, 210 USPQ 94, 107 (N.D. N.Y. 1980) stated "In short, the question of relevancy in close cases,

should be left to the examiner and not the applicant." See also *LaBounty Mfg., Inc. v. U.S. Int'l Trade Comm'n*, 958 F.2d 1066, 22 USPQ2d 1025 (Fed. Cir. 1992).

11. It may be desirable to submit information about prior uses and sales even if it appears that they may have been experimental, not involve the specifically claimed invention, or not encompass a completed invention. See *Hycor Corp. v. The Schlueter Co.*, 740 F.2d 1529, 1534-37, 222 USPQ 553, 557-559 (Fed. Cir. 1984). See also *LaBounty Mfg., Inc. v. U.S. Int'l Trade Comm'n*, 958 F.2d 1066, 22 USPQ2d 1025 (Fed. Cir. 1992).

12. Submit information promptly. An applicant, attorney, or agent who is aware of prior art or other information and its significance should submit same early in prosecution, e.g., before the first action by the examiner, and not wait until after allowance. Potentially material information discovered late in the prosecution should be immediately submitted.That the issue fee has been paid is no reason or excuse for failing to submit information. See *Elmwood Liquid Products, Inc. v. Singleton Packing Corp.*, 328 F. Supp. 974, 170 USPQ 398 (M.D. Fla. 1971).

13. It is desirable to avoid the submission of long lists of documents if it can be avoided. Eliminate clearly irrelevant and marginally pertinent cumulative information. If a long list is submitted, highlight those documents which have been specifically brought to applicant's attention and/or are known to be of most significance. See *Penn Yan Boats, Inc. v. Sea Lark Boats, Inc.*, 359 F. Supp. 948, 175 USPQ 260 (S.D. Fla. 1972), *aff'd*, 479 F.2d 1338, 178 USPQ 577 (5th Cir. 1973), *cert. denied*, 414 U.S. 874 (1974). But cf. *Molins PLC v. Textron Inc.*, 48 F.3d 1172, 33 USPQ2d 1823 (Fed. Cir. 1995).

14. Watch out for continuation-in-part applications where intervening material information or documents may exist; particularly watch out for foreign patents and publications related to the parent application and dated more than 1 year before the filing date of the CIP. These and other intervening documents may be material information. See *In re Ruscetta*, 255 F.2d 687, 690-91, 118 USPQ 101, 104 (CCPA 1958); *In re van Lagenhoven*, 458 F.2d 132, 173 USPQ 426 (CCPA 1972); *Chromalloy American Corp. v. Alloy Surfaces Co.*, 339 F. Supp. 859, 173 USPQ 295 (D. Del. 1972).

15. Watch out for information that might be deemed to be prior art under 35 U.S.C. 102(f) and (g).

Prior art under 35 U.S.C. 102(f) may be available under 35 U.S.C. 103. See *OddzOn Products, Inc. v. Just Toys, Inc.*, 122 F.3d 1396, 1401, 43 USPQ2d 1641, 1644 (Fed. Cir. 1997)(35 U.S.C. "102(f) is a prior art provision for purposes of § 103"); *Dale Electronics v. R.C.L. Electronics*, 488 F.2d 382, 386, 180 USPQ 225, 227 (1st. Cir. 1973); and *Ex parte Andresen*, 212 USPQ 100, 102 (Bd. App. 1981).

Note also that evidence of prior invention under 35 U.S.C. 102(g) may be available under 35 U.S.C. 103, such as in *In re Bass*, 474 F.2d 1276, 177 USPQ 178 (CCPA 1973).

Note 35 U.S.C. 103(c) disqualifies 35 U.S.C. 102(f)/103 or 102(g)/103 prior art which was, at the time the second invention was made, owned by or subject to an obligation of assignment to, the person who owned the first invention. Further note that 35 U.S.C. 103(c) disqualifies 35 U.S.C. 102(e)/ 103 prior art for applications filed on or after November 29, 1999. See MPEP § 706.02(l) - § 706.02(l)(2).

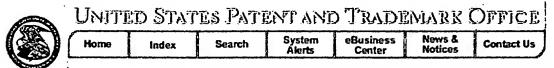16. Watch out for information picked up by the inventors and others at conventions, plant visits,

in-house reviews, etc. See, for example, *Dale Electronics v. R.C.L. Electronics*, 488 F.2d 382, 386-87, 180 USPQ 225, 228 (1st Cir. 1973).

17. Make sure that all of the individuals who are subject to the duty of disclosure, such as spelled out in **37 CFR 1.56**, are informed of and fulfill their duty.

18. Finally, if information was specifically considered and discarded as not material, this fact might be recorded in an attorney's file or applicant's file, including the reason for discarding it. If judgment might have been bad or something might have been overlooked inadvertently, a note made at the time of evaluation might be an invaluable aid in explaining that the mistake was honest and excusable. Though such records are not required, they could be helpful in recalling and explaining actions in the event of a question of "fraud" or "inequitable conduct" raised at a later time.

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§ 1.56 Duty to disclose information material to patentability. - PATENT RULES

§ 1.56 Duty to disclose information material to patentability.

(a) A patent by its very nature is affected with a public interest. The public interest is best served, and the most effective patent examination occurs when, at the time an application is being examined, the Office is aware of and evaluates the teachings of all information material to patentability. Each individual associated with the filing and prosecution of a patent application has a duty of candor and good faith in dealing with the Office, which includes a duty to disclose to the Office all information known to that individual to be material to patentability as defined in this section. The duty to disclose information exists with respect to each pending claim until the claim is cancelled or withdrawn from consideration, or the application becomes abandoned. Information material to the patentability of a claim that is cancelled or withdrawn from consideration need not be submitted if the information is not material to the patentability of any claim remaining under consideration in the application. There is no duty to submit information which is not material to the patentability of any existing claim. The duty to disclose all information known to be material to patentability is deemed to be satisfied if all information known to be material to patentability of any claim issued in a patent was cited by the Office or submitted to the Office in the manner prescribed by §§ 1.97(b)-(d) and 1.98. However, no patent will be granted on an application in connection with which fraud on the Office was practiced or attempted or the duty of disclosure was violated through bad faith or intentional misconduct. The Office encourages applicants to carefully examine:

(1) Prior art cited in search reports of a foreign patent office in a counterpart application, and

(2) The closest information over which individuals associated with the filing or prosecution of a patent application believe any pending claim patentably defines, to make sure that any material information contained therein is disclosed to the Office.

(b) Under this section, information is material to patentability when it is not cumulative to information already of record or being made of record in the application, and

(1) It establishes, by itself or in combination with other information, a *prima facie* case of unpatentability of a claim; or

(2) It refutes, or is inconsistent with, a position the applicant takes in:

(i) Opposing an argument of unpatentability relied on by the Office, or

(ii) Asserting an argument of patentability.

A *prima facie* case of unpatentability is established when the information compels a conclusion that a claim is unpatentable under the preponderance of evidence, burden-of-proof standard, giving each term in the claim its broadest reasonable construction consistent with the specification, and before any consideration is given to evidence which may be submitted in an attempt to establish a contrary conclusion of patentability.

(c) Individuals associated with the filing or prosecution of a patent application within the meaning of this section are:

(1) Each inventor named in the application;

(2) Each attorney or agent who prepares or prosecutes the application; and

(3) Every other person who is substantively involved in the preparation or prosecution of the application and who is associated with the inventor, with the assignee or with anyone to whom there is an obligation to assign the application.

(d) Individuals other than the attorney, agent or inventor may comply with this section by disclosing information to the attorney, agent, or inventor.

(e) In any continuation-in-part application, the duty under this section includes the duty to disclose to the Office all information known to the person to be material to patentability, as defined in paragraph (b) of this section, which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

[42 FR 5593, Jan. 28, 1977; paras. (d) & (e) - (i), 47 FR 21751, May 19, 1982, effective July 1, 1982; para. (c), 48 FR 2710, Jan. 20, 1983, effective Feb. 27, 1983; paras. (b) and (j), 49 FR 554, Jan. 4, 1984, effective Apr. 1, 1984; paras. (d) and (h), 50 FR 5171, Feb. 6, 1985, effective Mar. 8, 1985; para. (e), 53 FR 47808, Nov. 28, 1988, effective Jan. 1, 1989; 57 FR 2021, Jan. 17, 1992, effective Mar. 16, 1992; para. (e) added, 65 FR 54604, Sept. 8, 2000, effective Nov. 7, 2000]

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1	6,473,505	Call processing system for handling calls to a call center.
2	6,459,788	Call center resource processor.
3	6,314,177	Communications handling center and communications forwarding method-using agent attributes.
4	5,878,130	Communications system and method for operating same.
5	5,848,143	Communications system using a central controller to control at least one network and agent system.
6	6,587,557	System and method of distributing outbound telephony services over a computer network.
7	5,926,539	Method and apparatus for determining agent availability based on level of uncompleted tasks.
8	6,570,975	Automated telecommunications call processing method.
9	6,570,976	Voice-data telephonic interface control system.
10	2002, 0010645A1	Backend commerce engine.
11	6,301,354	Method and apparatus for entertaining callers in a queue.
12	2001, 0000,458A1	Method for estimating telephony system-queue waiting time in an agent level routing environment.
13	6,014,439	Method and apparatus for entertaining callers in a queue.
14	5,825,870	Methods and apparatus for implementing a network call center.
15	5,479,487	Caller center employing unified control system.

1	6,385,302	System and Method for handling special number calls using on-demand answering stations
2	6,208,721	Method and apparatus for identifying telephone callers who have been unsuccessful in reaching a called destination.
3	6,088,442	Automatic wireless alerting on an automatic call distribution center.
4	6,064,731	Arrangement for improving retention of call center's customers.
5	6,064,730	Customer-self routing call center
6	5,903,877	Transaction center for processing customer transaction requests from alternative media sources.
7	5,757,904	Context-sensitive presentation of information to call-center agents.
8	5,751,795	Broadcasting of information through telephone switching system display messages.
9	5,740,238	Method and apparatus for queuing a call to the best backup split.
10	5,721,770	Agent vectoring programmably conditionally assigning agents to various tasks including tasks other than handling of waiting calls.
11	6,459,774	Structured voicemail messages.
12	6,240,391	Method and apparatus for assembling and presenting structured voicemail messages.
13	5,915,003	Sketching unit for transmission of sketches and notes over normal telephone lines.
14	5,537,436	Simultaneous analog and digital communication applications.
15	5,448,555	Simultaneous analog and digital communication.
16	6,535,601	Skill-value queuing in a call center.
17	6,404,747	Integrated audio and video agent system in an automatic call distribution environment.
18	6,389,132	Multi-tasking, web-based call center.
19	6,377,944	Web response unit including computer network based communication.
20	6,366,666	Adjustment of call selection to achieve target values for interval-based performance metrics in a call center.

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21	6,359,982	Methods and apparatus for determining measures of agent-related occupancy in a call center.
22	6,356,632	Call selection and agent selection in a call center based on agent staffing schedule.
23	6,038,302	Methods and apparatus for processing phantom calls placed via computer-telephony. (CTI)
24	6,470,077	Apparatus and method for storage and accelerated playback of voice samples in a call center.
25	6,272,544	Dynamically assigning priorities for the allocation of server resources to completing classes of work based upon achievement of server level goals.
26	6,272,216	Customer self-routing call center.
27	6,256,299	Automatic service provider notification of unauthorized terminal activity.
28	6,163,606	System for providing virtual called party identification in a voice mail system.
29	6,064,731	Arrangement for improving retention of call center's customers.
30	6,052,460	Arrangement for equalizing levels of service among skills.
31	5,717,747	Arrangement for facilitating plug-and-play call features.
32	5,499,291	Arrangements for automating call-center agent-schedule-notification and schedule-adherence functions.
33	6,587,545	System for providing expanded emergency service communication in a telecommunication network
34	6,542,156	Telephone call center monitoring system with integrated three-dimensional display of multiple split activity data.
35	6,480,484	Internet-intranet greeting service.
36	6,463,346	Workflow-scheduling optimization driven by target completion time.
37	2002,0073155A1	Methods and apparatus for enabling shared web-based interaction in stateful servers.
38	6,349,205	Method for converting an existing subscriber to a wireless communications system.

39	6,208,721	Method and apparatus for identifying telephone callers who have been unsuccessful in reaching a called destination.
40	6, 188,673	Using web page hit statistics to anticipate call center traffic.
41	6,088,441	Arrangement for equalizing levels of service among skills.
42	6,064,730	Customer-self routing call center.
43	6,061,442	Method and apparatus for improved call control scheduling in a distributed system with dissimilar call processors.
44	5,930,337	Dynamic message-mailbox size variation.
45	5,751,795	Broadcasting of information through telephone switching system display messages.
46	5,533,108	Method and system for routing phone calls based on voice and data transport capability.
47	5,185,782	ACD arrangement for automatically returning a call at a time specified by the original caller.
48	2003,0099342A1	Method of billing in an abbreviated dialing service.
49	2003,0026409A1	Telephone call processing in an interactive voice response call management system.
50	6,314,177	Communications handling center and communications forwarding method-using agent attributes.
51	6,978,650	Telephone system integrated text based communication processes to enhance access for TDD and/or TTY devices.
52	6,002,749	Telephone system integrated text based communication apparatus and systems to establish communication links to TDD and/or TTY devices and other telephone and text server systems.
53	6,122,364	Internet network call center.
54	6,594,470	System and method for remote management of call center operations.
55	6,577,720	System and method for providing high-speed communications using a public terminal.
56	6,298,127	Call transfer and conference with separate billing records per log.
57	6,192,050	Method and apparatus for inquiry response via internet.
58	6,118,861	Calling party invoked held call monitoring.

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59	6,070,012	Method and apparatus for upgrading software subsystems without interrupting service.
60	5,991,293	Circuit arrangement for providing internet connectivity to a computer in a key telephone system.
61	5,943,395	Telephone apparatus, systems, and processes to enhance access for TDD and/or TTY devices.
62	5,940.475	Telephone system integrated text based communication apparatus and system to enhance access for TDD and/or TTY devices.
63	5,933,476	TTY telephone display and related processes systems and apparatus.
64	6,549,769	System and method for integrating text messaging to an outbound call system.
65	6,404,747	Integrated audio and video agent system in an automatic call distribution environment.
66	6,389,132	Multi-tasking, web-based call center.
67	6,377,944	Web response unit including computer network based communication.
68	6,366,666	Adjustment of call selection to achieve target values for interval-based performance metrics in a call center.
69	6,535,601	Skill-value queuing in a call center.
70	6,560,649	Hierarchical service level remediation for competing classes based upon achievement of service level goals.
71	6,470,077	Apparatus and method for storage and accelerated playback of voice samples in a call center.
72	6,434,230	Rule-based queuing of calls to call-handling resources.
73	6,272,544	Dynamically6 assigning priorities for the allocation of server resources to completing classes of work based upon achievement of server level goals.
74	6,272,216	Customer self-routing call center.
75	6,256,299	Automatic service provider notification of unauthorized terminal activity.

76	6,542,156	Telephone call center monitoring system with integrated three-dimensional display of multiple split activity data.
77	6,480,484	Internet-intranet greeting service.
78	6,385,191	Extending internet calls to a telephony call center.
79	6,188,673	Using web page hit statistics to anticipate call center traffic.

1.	6,499,023	Data item evaluation based on the combination of multiple factors.
2.	6.408,066	ACD skill-based routing
3.	6,327,362	System and method including dynamic differential treatment in workflows and contact flow.
4.	6,009,162	Telecommunication feature for exchange of translation information between a computer and a telecommunication-switching machine.
5.	5,982,873	Waiting-call selection based on objectives.
6.	5,903,641	Automatic dynamic changing of agents' call-handling assignments.
7.	5,898,772	Logical PC agent.
8.	5,754,639	Method and apparatus for queuing a call to the best split.
9.	6,385,302	System and method for handling special number calls using on-demand answering stations.
10.	5,903,877	Transaction center for processing customer transaction requests from alternative media sources.
11.	5,661,718	Simultaneous analog and digital communication.
12.	5,444,774	Interactive queuing system for call enters.
13.	5,440,585	Applications of simultaneous analog and digital communication.
14.	6,327,362	System and method including dynamic differential treatment in workflows and contact flow.
15.	5,982,873	Waiting-call selection based on objectives.
16.	6,408,066	ACD skill-based outing.
17.	6,353,851	Method and apparatus for sharing asymmetric information and services in simultaneously viewed documents on a communication system.
18.	6,353,667	Minimum interruption cycle time threshold for reserve call center agents.
19.	6,256,381	System and method for identifying a data record associated with a transferred telephone call.
20.	6,233,332	System for context based media independent communications processing.

21.	5,905,793	Waiting-call selection based on anticipated wait times.
22.	5,898,772	Logical PC agent.
23.	5,509,055	Inbound telecommunications services resources management system.
24.	2003,0115545A1	Dynamic display of data item evaluation.
25.	6,499,023	Data item evaluation based on the combination of multiple factors.
26.	6,434,230	Rules-based queuing of calls to call-handling resources.
27.	6,226,377	Prioritized transaction server allocation.
28.	6,192,122	Call center agent selection that optimizes call wait times.
29.	6,173,053	Optimizing call-center performance by using predictive data to distribute calls among agents.
30.	6,163,607	Optimizing call-center performance by using predictive data to distribute agents among calls.
31.	6,009,162	Telecommunication feature for exchange of translation information between a computer and a telecommunication switching system.
32.	5,732,218	Management-data-gathering system for gathering on clients and servers data regarding interactions between the servers, the clients, and users of the clients during real use of a network of clients and servers.
33.	5,499,289	Systems, methods and articles of manufacture for performing distributed telecommunications.
34.	6,563,916	System for transmitting a change in call queued/hold state across a communications network.
35.	6,539,090	Generalized arrangement for routing telecommunications calls.
36.	6,502,133	Real-time event processing system with analysis engine using recovery information.
37.	6,496,831	Real-time event processing system for telecommunications and other applications.
38.	6,449,618	Real-time event processing system with subscription model.
39.	6,392,666	Telephone call center monitoring system allowing real-time display of summary views and interactively defined detailed views.
40.	6,385,191	Extending internet calls to a telephony call center.

41.	6,366,668	Method of routing calls in an automatic call distribution network.
42.	2001,0021646A1	System and method for routing special number calls in a telecommunication network.
43.	5,960,382	Translation of an initially unknown message.
44.	5,828,747	Call distribution based on agent occupancy.
45.	5,757,904	Context-sensitive presentation of information to call-center agents.
46.	5,574,781	Translation indicator for database-queried communication services.
47.	2002,0196277A1	Method and system for automating the creation of customer centric interfaces.
48.	6,526,397	Resource management facilitation.
49.	6,215,784	Method and system for voice call completion-using information retrieved from an open application on a computing machine.
50.	6,337,858	Method and apparatus for originating voice calls from a data network.
51.	6,181,776	Network management of automatic call distributor resources.
52.	6,091,808	Methods of and apparatus for providing telephone call control and information.
53.	6,430,174	Communication system supporting simultaneous voice and multimedia communications and method of operation therefore.
54.	5,987,115	Systems and methods for servicing calls by service agents connected via standard telephone lines.
55.	2002,0141561A1	Method and system for self-service scheduling of inbound inquiries.
56.	5,757,644	Voice interactive call center training method using actual screens and screen logic.
57.	5,867,559	Real-time, on-line, call verification system.
58.	6,587,557	System and method of distributing outbound telephony services over a computer network.
59.	6,539,538	Intelligent information routing system and method.

60.	6,480,601	Voice and data transfer from outbound dialing to inbound ACD queue.
61.	6,356,632	Call selection and agent selection in a call center based on agent staffing schedule.
62.	6,353,667	Minimum interruption cycle time threshold for reserve call center agents.
63.	6,359,982	Methods and apparatus for determining measures of agent-related occupancy in a call center.
64.	6,256,381	System and method for identifying a data record associated with a transferred telephone call.
65.	6,233,332	System for context based media independent communications processing.
66.	6,563,920	Methods and apparatus for processing of communications in a call center based on variable rest period determinations.
67.	6,560,330	Rules-based queuing of calls to call-handling resources.
68.	6,295,353	Arrangement for efficiently updating status information of a network call-routing system.
69.	6,292,550	Dynamic call vectoring.
70.	6,226,377	Prioritized transaction server allocation.
71.	6,192,122	Call center agent selection that optimizes call wait times.
72.	6.173,053	Optimizing call-center performance by using predictive data to distribute calls among agents.
73.	6,163,607	Optimizing call-center performance by using predictive data to distribute agents among calls.
74.	6,463,346	Workflow-scheduling optimization driven by target completion time.
75.	6,392,666	Telephone call center monitoring system allowing real-time display of summary views and interactively defined detailed views.
76.	6,366,668	Method of routing calls in an automatic call distribution network.

1.	2003,0120395A1	Method and system for managing vehicle control modules through telematics.
2.	2003,0013438A1	Pocket concierge system and method.
3.	6,449,341	Apparatus and method for managing a software system via analysis of call center trouble tickets.
4.	2001,0040887A1	Apparatus and methods enhancing call routing to and within call-centers.
5.	2001,0038624A1	Internet telephony for e-commerce.
6.	6,581,205	Apparatus and method for improving e-mail routing in an internet protocol network.
7.	6,563,788	Method and apparatus for call distribution and override with priority recognition and fairness.
8.	2003,0033382A1	Interactive communication system.
9.	2003,0021259A1	Apparatus and methods for coordinating internet protocol.
10.	2003,0001625A1	Communication assistance system and method.
11.	2003,0002654A1	Method and apparatus for providing fair access.
12.	2002,0194047A1	End-to-end service delivery (post-sale) process.
13.	2002,0169834A1	Apparatus and methods for routing electronic mail in a processing center.
14.	6,477,559	Method and apparatus for remotely accessing an automatic transaction processing system.
15.	2002,0131399A1	Queue prioritization based on competitive user input.
16.	6,445,788	Method and apparatus for providing fair access to agents in a communication center.
17.	2002,0101866A1	Method and apparatus for determining and using multiple object states in an intelligent internet protocol telephony network.
18.	6,205,412	Methods in computer simulation of telephony systems.
19.	6,188,762	Web call center/PSTN to TCPIP internet network.
20.	6,449,341	Apparatus and method for managing a software system via analysis of call center trouble tickets.

21.	6,385,646	Method and system for establishing voice communications in an internet environment.
22.	2003,0115353A1	Method and apparatus for extended management of state and interaction of a remote knowledge worker from a contact center.
23.	6,567,787	Method and apparatus for determining whether a verbal message was spoken during a transaction at a point-of-sale terminal.
24.	6,549,769	System and method for integrating text messaging to an outbound call system.
25.	2002,0194272A1	Method for establishing a communication between two or more users via a network of interconnected computers.
26.	2002,0101854A1	Remote media control for voice over internet telephony and related applications.
27.	5,982,873	Waiting-call selection based on objectives.
28.	6,584,439	Method and apparatus for controlling voice controlled devices.
29.	6,574,605	Method and system for strategic services enterprise workload management.
30.	6,571,240	Information processing for searching categorizing information in a document based on a categorization hierarchy and extracted phrases.
31.	6,563,920	Methods and apparatus for processing of communications in a call center based on variable rest period determinations.
32.	2003,0088660A1	Techniques for load distribution processing for call centers and other processing systems.
33.	2003,0021259A1	Apparatus and methods for coordinating internet protocol telephone and data communications.
34.	6,512,415	telephonic-interface game control system.
35.	2003,0007612A1	Method and apparatus for recording and automated playback of personal agent greetings in a communication-center environment.
36.	6,505,183	Human resource knowledge modeling and delivery system.
37.	6,501,937	Learning method and system based on questioning.
38.	6,498,921	Method and system to answer a natural-language question.
39.	6,493,447	Contact server for call center for synchronizing simultaneous telephone calls and TCP/IP communications.

40.	2002,0183072A1	Beyondguide TM method and system.
41.	6,480,698	Learning method and system based on questioning.
42.	6,473,404	Multi-protocol telecommunications routing optimization.
43.	2003,0120395A1	Method and system for managing vehicle control modules through telematics.
44.	2003,0013438A1	Pocket concierge system and method.
45.	6,449,341	Apparatus and method for managing a software system via analysis of call center trouble tickets.
46.	2001,0040887A1	Apparatus and methods enhancing call routing to and within call-centers.
47.	2001,0038624A1	Internet telephony for e-commerce.
48.	6,581,105	Apparatus and method for improving e-mail routing in an internet protocol network telephony call-in center.
49.	6,563,788	Method and apparatus for call distribution and override with priority recognition and fairness timing routines.
50.	2003,0033382A1	Interactive communication system.
51.	2003,0021259A1	Apparatus and methods for coordinating internet protocol.
52.	2003,0007625A1	Communication assistance system and method.
53.	2003,0002654A1	Method and apparatus for providing fair access to agents in a communication center.
54.	2002,0194047A1	End-to-end service delivery (post-sale) process.
55.	2002,0169834A1	Apparatus and methods for routing electronic mail in a processing center.
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